IMPLEMENTATION OF AGILE PROJECT MANAGEMENT METHODS IN CORPORATE GOVERNANCE PRACTICE

Vasiliev Ignat, student
Supervisor - Candidate of Technical Sciences, Associate Professor **Yuriy Skorin**
Semen Kuznets Kharkiv National University of Economics

Information technologies today have not only changed the way people interact, but also radically transformed healthcare services. In the realities of modern Ukraine in the context of increasing digitalization, more and more medical institutions need effective tools for prompt communication with patients. One of the most promising solutions in this direction is the use of instant messengers, in particular Telegram, as a platform for creating interactive bots that act as a virtual assistant. This was the starting point for the development of this study.

Problem statement. Telegram bots have long established themselves as a convenient and versatile tool for automating routine tasks, from notifying about events to processing user requests. Their advantage is that you do not need to install separate applications or learn to interact with them – the interface is intuitive and already familiar to millions of users. In a medical context, it allows you to bring services closer to the patient, make the process of making an appointment, obtaining information about doctors or scheduling visits as simple and accessible as possible.

It is planned to implement the following functions: user registration, appointment with a doctor, viewing doctors' schedules, cancellation of appointments, automatic appointment reminder, as well as administration by the clinic staff. The objectives of the study are: to study the structure and needs of medical institutions in terms of digital communication; analysis of modern solutions in the field of telegram bots; design of the architecture and logic of the telegram bot, adapted for a medical service; implementation of a database for storing user records; adding confirmation mechanisms, doctors' schedules, administration; implementation of the button menu as the main form of the user interface; testing the bot in a real environment and collecting feedback. The novelty of the development lies in the combination of several key functions within one Telegram bot: making an appointment, reading the schedule from a separate JSON file, confirming actions, the presence of an administrative panel, a menu on buttons, as well as an automatic reminder mechanism. This allows us to consider the project not only educational, but also ready for use. The practical significance of the work lies in the possibility of using a telegram bot in a real medical institution.

Purpose of the study. The purpose of the study is to create an autonomous telegram bot that allows the user to quickly and intuitively interact with the medical service: register, make an appointment, get information, cancel a visit, and the administration can see the full list of appointments and work with the patient database.

Research results. As part of the study, the Telegram bot project for servicing users of a medical institution was fully implemented. From the very beginning of the study of the subject area to the practical creation and testing of the finished software product, it was possible to go through a full cycle, which included analytics,

development, debugging, testing and documentation. The results obtained not only confirmed the relevance of the chosen topic, but also showed the high efficiency of using simple digital tools for the automation of medical services. Based on the analysis of similar systems, including foreign solutions, my own vision was formed – the creation of an autonomous, full-featured Telegram bot that does not require third-party servers, complex installation, or expensive tools. Particular attention was paid to the fact that the user could fully go through the entire cycle of interaction with the bot, from launch to making an appointment, in a matter of minutes. The system is completely autonomous – it can be run on any computer with Python installed. A Telegram bot does not depend on hosting, third-party APIs, or servers, meaning it works locally, which is critical for small healthcare facilities that do not have access to complex IT infrastructure.

Conclusions and prospects. To sum up, the developed Telegram bot fulfills the task completely, that is, it provides simple, fast, intuitive interaction between the patient and the medical institution, reduces the number of routine actions of the staff and creates a qualitatively new level of service in healthcare. The implementation of such a tool in practice will be an important step towards the digital transformation of local medical structures and improving the quality of patient care.

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IMPLEMENTATION OF FLEXIBLE PROJECT MANAGEMENT METHODS BASED ON THE SCRUM METHOD

Zhao Lina, student
Supervisor - Candidate of Technical Sciences, Associate Professor **Yuriy Skorin**
Kharkiv National Economic University named after Semyon Kuznets

The present requires a significant increase in the efficiency of software for IT projects. The analysis showed that agile software development methods have now taken a key place in IT projects. Obstacles to flexible transformation, which mainly concern small and medium-sized enterprises, are considered. The purpose of the study is defined, namely, to promote the successful implementation of agile project management based on the Scrum method, to study the integration of agile methods into OPI's management processes to promote the formation of an agile organizational culture at all levels, to check the effectiveness of OPI's agile processes of organization